ABSTRACT

The present invention enables a software manufacturer to gain prompt, precise and comprehensive knowledge about how customers actually use a software program. The present invention is accomplished by using an instrumented application, or software program that has been adapted to measure predetermined parameters about the usage, performance or status of a local computer system while in operation. Upon execution, the instrumented application initiates an instrumentation session, measures predetermined parameter(s), obtains a value and stores the parameter(s) and the value as a data point on the computer system. All of the data points collected within a session are saved in a session file on the computer when the instrumentation session ends. The invention then attempts to transmit the session file to a server environment for further processing to summarize the statistical information received so that the software manufacturer can better know how its software product are actually used across a user population potentially numbering in the millions.